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## *All arbitration is not the same.*

The Forum is a nationwide network of former judges, litigators, and law professors who share the Forum principle that disputes should be decided according to established legal principles.

The Forum conducts arbitration -- the binding resolution of a dispute -- under a uniform Code of Procedure. The Forum's nationwide system ensures that awards are made according to strict time lines by professional decisionmakers, following the law, using the same rules and procedures for every case, every time, wherever the dispute or claim arises. In addition, the Forum provides dispute resolution services for other organizations, like the Internet Corporation for Assigned Names and Numbers, pursuant to their rules.

**The Forum Mission...** To provide America's fairest, most efficient system for the resolution of civil claims and disputes.

**The Forum Vision...** A justice system where claims are promptly resolved under the law by trained, unbiased judges at a cost commensurate with the matters in dispute.



### **Code of Procedure**

Find out what really makes us different. We follow the law and have the most economical fees.



### **Arbitration Bill of Rights**

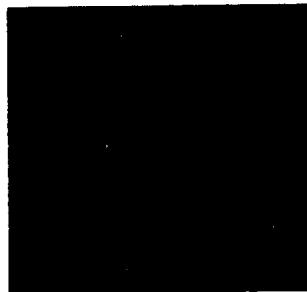


### **Special Programs**

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National Arbitration Forum P.O. Box 50191 Minneapolis, MN 55405 (800) 474-2371



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The internet revolutionized commerce; now Arbelest.Com is change the way the world resolves disputes. Currently, we are construction, but soon we will begin providing a complete set dispute resolution resources.

Please register to receive additional information and notifications imminent launch.

**Please contact the webmaster with any questions or comments.**

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**Revised: November 24, 1999.**



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Wednesday, November 22, 2000

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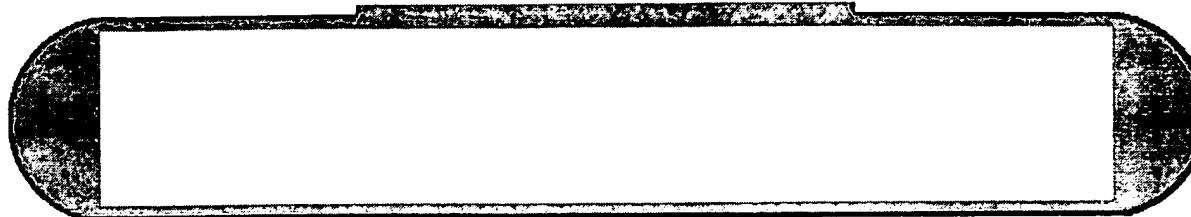
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*~ Online Mediation Specialists ~*

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Internet Neutral<sub>SM</sub> is a quick and inexpensive way to resolve disputes between Internet businesses and their customers or suppliers, wherever they may be in the world, through the use of Internet or "online" mediation.

Litigation in remote and strange places is simply too costly, time-consuming, and risky for your business.

The following links will quickly demonstrate the value of Internet Neutral<sub>SM</sub> Mediation Services. This truly modern alternative dispute resolution technique takes full advantage of the emerging electronic revolution to simplify and conserve your Internet business.

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[Internet Mediation in a Nutshell](#)



[Representative Internet Mediators](#)



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The Disclaimers



Links to Other Mediation Websites

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"The notion that most people want black-robed judges, well-dressed lawyers, and fine paneled courtrooms as the setting to resolve their dispute is not correct. People with problems, like people with pains, want relief, and they want it as quickly and inexpensively as possible."

Warren E. Burger,  
former Chief Justice,  
United States Supreme Court

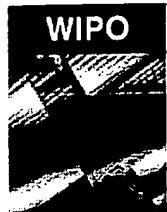
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Please send all enquiries by email to:  
mediator@internetneutral.com

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& Bruce Leonard Beal

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## Arbitration

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The WIPO Arbitration and Mediation Center administers four dispute-resolution procedures. The procedures have different legal implications and consequences, as well as differing advantages. A brief description of each of the procedures is given below, and a fuller description in the individual Sections on each procedure.

### Arbitration

Arbitration is a procedure in which a dispute is submitted, by agreement of the parties, to an arbitrator or to a tribunal of several arbitrators who give a decision on the dispute that is binding on the parties. In contrast to a mediation, once the parties have freely agreed to submit a dispute to arbitration, a party cannot unilaterally withdraw from the arbitration.

### Expedited Arbitration

Expedited Arbitration is, as its name suggests, a form of arbitration in which certain modifications are introduced in order to ensure that the arbitration can be conducted and an award rendered in a shortened time frame and, consequently, at a reduced cost. To achieve those objectives, the modifications provide for a sole arbitrator (rather than a tribunal of several arbitrators), shortened time periods for each of the steps involved in the arbitration proceedings, and condensed hearings before the sole arbitrator.

### Mediation Followed, in the Absence of a Settlement, by Arbitration

This procedure combines, sequentially, both mediation and arbitration. Where the parties agree to submit to the procedure, they must first endeavor to resolve the dispute through mediation. If a settlement is not reached through mediation within the period of time designated by the parties (either 60 or 90 days are recommended), the dispute may be referred by either party to arbitration for a binding decision.

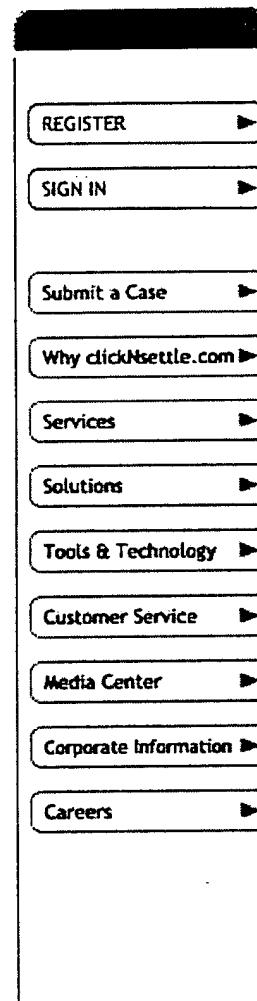
Mediation (also known as conciliation) is a procedure in which a neutral intermediary, the mediator, endeavors, at the request of the parties to a dispute, to assist them in reaching a mutually satisfactory settlement of the dispute. The mediator does not have any power to impose a settlement on the parties. Mediation is also voluntary in the sense that either party may, if it so chooses, abandon the mediation at any stage prior to the signing of an agreed settlement.

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Cybersettle.com is the first company to offer an online computer assisted method for settling insurance claims. Conceived and designed by two lawyers with extensive experience in settlement negotiation, Cybersettle gives its users the power to negotiate settlements with unprecedented speed and total confidentiality.

For all parties, Cybersettle dramatically reduces the time and expense of the settlement process. Claims can literally settle in minutes; not days, weeks or years.

Cybersettle's patent pending state of the art secure system protects the interests of all parties involved in a claim. Offers and demands are completely confidential. When settlement occurs, only the settlement amount is revealed. Should a settlement not occur, the parties can pursue the traditional methods of litigation, without prejudice, since the offers and demands are never revealed.

Cybersettle is available 24 hours/seven days a week. Therefore, parties can settle claims well outside of the traditional business day.

Cybersettle.com – changing the way the world settles disputes.

***"It eliminated the haggle between attorneys and adjustors. This system simply eliminates the guesswork."***

**Lonnie A. Washington -  
Washington Legal Center P.C.  
Bessemer, AL  
Settled for \$7,339**



The CyberTribunal has ended in December 1999. The CyberTribunal was an experimental project proposing online mediation and arbitration services for disputes arising on the Internet Professor Karim Benyekhlef, responsible for the CyberTribunal, is now working on the eResolution project.

Le projet CyberTribunal à pris fin en décembre 1999. Il s'agissait d'un projet expérimental qui offrait des services en ligne de médiation et d'arbitrage pour les conflits survenus sur Internet. Le professeur Karim Benyekhlef, instigateur du CyberTribunal, travaille maintenant sur un nouveau projet de résolution en ligne des conflits, eResolution.



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**Rent-A-Court** is the Internet's first full-service online Alternative Dispute Resolution service. With over 100 million virtual courtrooms, we can provide the fastest and most pleasant resolution possible for your disputes.

***Have time and distance been  
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***Worry no more about time and  
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Now, most if not all of your legal disputes can be settled in hours, not months or years- and you don't even need to get up from where you are sitting right now.

Now you can take someone to "court" without ever leaving your desk.

***Has cost been prohibiting you  
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***Fear not the cost.***

We have cut out most of the costly elements of Dispute Resolution, and we're passing the savings on to you. Prepare to spend hundreds of dollars settling disputes, not thousands.

After years of having to go to court to settle disputes...  
...finally, court is coming to you!

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settlement expenses?***

***Put an end to phone tag.***

Our online process means you won't have to pick up a phone, wait on a call, or get a busy signal or voicemail. You will be updated via e-mail, and can log in whenever is best for you to check the progress of your dispute.

No more lengthy and arduous courtroom battles. No more hauntingly large attorney bills. Less headaches, less cost, faster solutions. Isn't that exactly what you want in a dispute resolution service?

Please click on the links at the left or bottom of this page to find out more

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***Give us one good reason why you should ever go to court again.***

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# Mediation

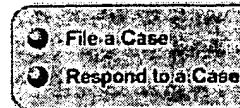
## Welcome to Online Mediation

[What is mediation?](#)[How it works](#)[What to expect from the mediator](#)[Responsibilities of participants](#)[Standards of practice](#)**Mediate your dispute**

Many disputes can be effectively resolved through OR's mediation process. A mediator helps you and the other party communicate your ideas and proposals clearly, identify key issues, search for common ground, develop practical solutions, and make effective, durable and workable decisions that resolve your conflict. The mediator does not make decisions for you, nor recommend solutions; in mediation you make your own decisions.

[File a case](#) to begin your Online Mediation, or for more information:

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Need to know where you're at risk? We can help you understand your exposures and how you can protect against them

### 2. Find appropriate insurance solutions

From our range of off-the-shelf and bespoke products, we can identify a solution that's right for you

### 3. Purchase online and be covered today

Many of our products can be purchased online, where you can also take advantage of monthly credit card payment (interest free)

Safeonline Limited is a member of the General Insurance Standards Council.



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<a href="#">Cybersecurity</a>

### How you know if you've been attacked?

A 1999 study by the FBI and the Computer Security Institute found that **20% of websites** had detected unauthorised access. Perhaps more frightening, another 30% acknowledged that they did not even know if their web security had been breached.

Hackers can cause damage to your website without you or your site operator being aware. Safeonline, in conjunction with **WebSiteWatchers** and **PageOne** can offer a service that constantly monitors your website for any malicious activity, so you are always the first to know if there is a problem. Just over £1 per day can now give you 24\*7 website monitoring.  
[Click here](#) to find out more.

### New Safeonline merchant chargeback product coming soon

The main threat to merchants is always going to be thieves stealing goods by using stolen or generated credit cards, basically **fraud**. Although it's usually consumers who panic about fraud on the internet, the reality is that in nearly every case it is the merchant who has to foot the bill for fraudulent purchases.

If a consumer gets something on their bill that they do not recognise, the **responsibility is with the merchant** to prove it was a valid transaction. If they can't then they not only have to cover the cost of the goods, but also a hefty **charge back** from the credit card company. Furthermore the credit card company has the right to **suspend the merchant's account** for internet business.

Our new product will protect merchants from financial loss caused by fraudulent transactions on the internet, either through loss of goods or charge back.

If you are interested in being alerted as soon as our merchant liability product is launched, please [register](#) your details.

### Risky business

Every business should have a comprehensive risk management strategy; it should make no difference if it's an online business.

A reliable strategy needs to focus on three core areas:

- **Risk assessment:** identify and quantify potential risks
- **Risk mitigation:** develop an integrated plan of **prevention, detection, and response** to security threats
- **Risk transfer:** use insurance to protect against residual security risks and provide compensation for losses

To find out more about your online risks, go to [What are my risks](#). For advice and information about how to avoid being hacked, [click here](#).

**Register your details today and enter our free prize draw**

It is our commitment to bring peace of mind to every business operating on the web. By filling out our brief registration form you will enable us to get a better understanding of your business and your insurance needs. And by having your details on our database we will be able to keep you up to date on developments in the world of web security and advise you on how best to manage your risks. Every week we will be entering the names of all the individuals who have registered into a draw to win one of twenty copies of the following publication "Defending Your Digital Assets Against Hackers, Crackers, Spies and Thieves".

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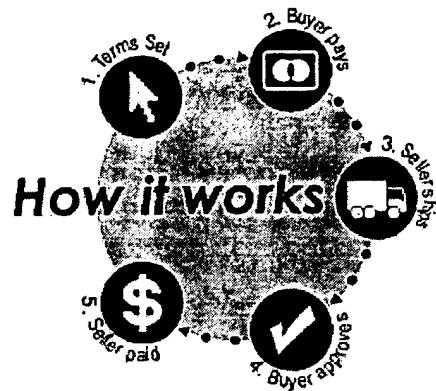
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# Resolution Forum, Inc.

Mellie Esperson Building  
P.O. Box 984  
Houston, Texas 77001-0894  
(713)646-2998 Fax:(713)646-1878 Email:[info@resolutionforum.org](mailto:info@resolutionforum.org)



*"where disputes are resolved"*

## Arbitration, Mediation, and Neutral Case Evaluation by Alternative Dispute Resolution Professionals

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### About Resolution Forum

Resolution Forum, Inc., a non-profit educational organization, was created by leaders in the business, legal, and medical communities in close association with the Center for Legal Responsibility at South Texas College of Law. Its mission is to improve the quality and efficiency of dispute resolution services and to increase public awareness of Alternative Dispute Resolution (ADR).

Resolution Forum, Inc. is committed:

- To make ADR services more accessible and affordable to the general public.
- To provide businesses and institutions with training and guidance about the effective use of ADR processes.
- encourage the use of ADR to resolve business-related disputes;
- To offer corporate volunteers the opportunity to provide ADR services to the public, particularly to persons and organizations of limited means.

### About Our Programs

Resolution Forum, Inc. is engaged in a cooperative effort with the State Bar of Texas Corporate Counsel Section and the State Bar of Texas ADR Section to do the following:

- Design, develop, and distribute informational packets informing the public about the availability and effective use of ADR processes.

- Test new ADR processes and technology such as the CAN-WIN<sup>SM</sup> process which merges ADR with the Internet and advanced communications technology.
- Conduct ADR training programs designed for businesses and institutions.
- Create a multi-disciplinary panel system for the efficient evaluation and resolution of domestic and international disputes.

Resolution Forum, Inc. also works cooperatively with other non-profit ADR-related organizations and institutions, including Texas Accountants and Lawyers for the Arts, Harris County Dispute Resolution Centers, Harris County Department of Education, and Texas Empowerment Network, Inc.

### About Our Members

The members of Resolution Forum, Inc. are lawyers, doctors, judges, engineers, realtors, and a wide range of business persons. Their expertise extends to many areas, including:

- Admiralty and Maritime Law
- Americans with Disabilities Act
- Banking and Finance
- Business and Commerce
- Civil Rights
- Construction
- Education
- Family Law
- Environmental Law
- Farm and Ranch Law
- General Litigation
- Health Care
- Insurance and Bad Faith Claims
- International Business
- Labor and Employment
- Oil, Gas and Energy
- Personal Injury and Property Damage
- Probate and Estate Law
- Professional Malpractice
- Products Liability
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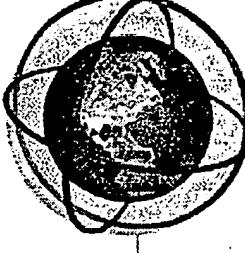
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### From a member . . .

"I love this site!!! After feeling ripped off from Intuit on a rebate claim that was sent back for reason that PO Box was closed, I sent in my complaint to iLeveL. The next day, bingo, I received an email from the customer service department at Intuit apologizing for any inconvenience and instructions what to do.

They continued to follow up with me and I felt so much better about the company. I probably would have never spent the time trying to resolve this on my own, but with the quickness and ease of iLeveL, it was so easy.

Thanks for the great service."

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the power of community and the Internet.
- At some point, you will buy something and feel ripped off. Maybe not today, but some day. It happens to everyone. When it happens to you, or someone you care about, use iLeveL. We can help.
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# DISPUTES.ORG

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The Disputes.org/eResolution.ca consortium was originally accredited by ICANN on January 1, 2000 as a dispute resolution provider for domain name disputes. The ICANN accreditation now rests with [eResolution](#).

Disputes.org was formed by us during the summer of 1999. We had been aware for some time of ICANN's efforts to create a new framework for the registration of domain names. It was clear to us that competition in the registration process would also bring about the need for a new process for resolving domain name disputes. It was our hope that we could bring together a group of academics and practitioners who were highly experienced in the field of trademark law and who would be willing to lend their expertise to improving the domain name dispute resolution process.

In working to resolve domain name disputes, we originally joined forces with eResolution. Our consortium brings to domain name dispute resolution all the required elements to establish an impartial and independent process. The eResolution services follow in that tradition and offer:

- A highly distinguished panel of arbitrators
- Easy online complaint form
- Clear set of procedures

We believe that these services provide a highly professional and technologically sophisticated process for arbitrating domain name disputes under the ICANN rules. If you are involved in a dispute, please write to [info@eresolution.com](mailto:info@eresolution.com) or fill out a complaint.

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Professor Karim Benyekhlef  
University of Montreal  
Faculty of Law

Professor Michael Froomkin  
University of Miami  
School of Law

Professor Ethan Katsh  
University of Massachusetts  
at Amherst

Professor David Post  
Temple University School of Law

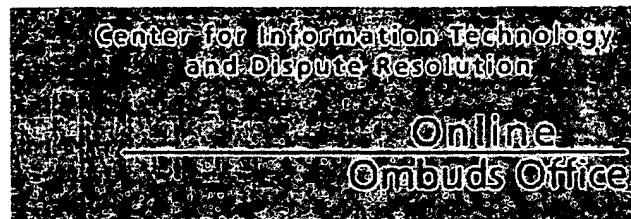
Professor Janet Rifkin  
University of Massachusetts at  
Amherst

Any questions regarding Disputes.Org  
may be addressed to:

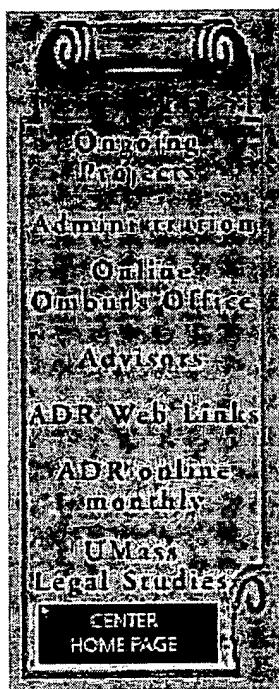
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### *A Place for Mediation and Dispute Resolution Services*



Welcome to the Online Ombuds Office, a dispute resolution service for persons and institutions who would like an online mediator to assist them in settling a dispute. If you are involved in a dispute arising from some online activity, the information you find here and the people you can communicate with here may provide the help you are looking for. We welcome you and offer our assistance.

#### **History**

The Online Ombuds Office was established in June, 1996 with a grant from the National Center for Automated Information Research (NCAIR). In July of 1997, the Hewlett Foundation provided an award to establish the Center for Information Technology and Dispute Resolution at the University of Massachusetts. The Online Ombuds Office is the dispute resolution arm of the Center, working to employ and develop online dispute resolution resources.

#### **Getting assistance with your problem**

If this is your first visit, feel free to explore the information resources for disputants and mediators below. Or, if you wish assistance quickly, please fill out a form or send us an email to find out more about our service.

- During March of 1999, we worked with the online auction sites eBay and Up4Sale to mediate disputes arising out of online auctions. If you would like our assistance with such a problem, please click here.
- We believe that domain name/trademark disputes can be mediated effectively to the benefit of both parties. Why mediate? Reflect on the statement of Rex Manz, director of business strategies for Nullsoft: "We're in the business of

doing business, not litigating." Our most recent successful domain name mediation involved the site [Netique.com](#)

- We are working with the [World Organization of Webmasters](#) to resolve disputes involving webmasters. If you are involved in such a dispute, please [click here](#).

If you are involved with an online organization or business, we would be happy to [discuss](#) with you how you might use our resources and expertise in online dispute resolution. Our recent pilot project with [eBay](#) has received considerable publicity, including recent stories in the [New York Times](#) and [Wall Street Journal](#). We are eager to find other online commercial and non-commercial arenas in which an experimental conflict resolution program would benefit users.

#### Information resources for disputants and mediators

If, before contacting us about your dispute, you would like to learn about [how we work](#), [typical cases we see](#), [other ADR \(alternative dispute resolution\) sites on the Web](#), or even read the [transcript of our first mediation](#), please look around.

Additional informational resources for mediators and persons interested in online dispute resolution are available from the [Center for Information Technology and Dispute Resolution](#).

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